

PATENT

B. AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A computer-implemented method of estimating service oriented labor costs, said method comprising:

receiving a request from a requestor;

identifying one or more resources and one or more service levels corresponding to the request;

calculating a labor rate by service level corresponding to the identification;

generating a response corresponding to the calculation;

and

sending the response to the requestor.
2. (Original) The method as described in claim 1 wherein the calculating further comprises:

calculating a utilization index by service level and an overtime index by service level; and

computing a labor index by service level corresponding to the utilization index by service level and the overtime index by service level.
3. (Original) The method as described in claim 2 wherein the utilization index by service level is calculated by multiplying a utilization unit factor by the difference between a utilization weight and a utilization improvement by service level.

PATENT

4. (Original) The method as described in claim 2 wherein the overtime index by service level is calculated by dividing an overtime labor factor by a max rate mix plan.
5. (Original) The method as described in claim 1 further comprising:
determining whether the resource is available; and
sending a message to the requestor based on the determination.
6. (Original) The method as described in claim 1 further comprising:
retrieving a standard labor rate;
comparing the standard labor rate with the labor rate by service level;
determining a labor rate based on the comparison; and
wherein the response includes the labor rate.
7. (Original) The method as described in claim 1 wherein the message corresponds to one or more platforms.
8. (Original) An information handling system comprising:
one or more processors;
a memory accessible by the processors;
one or more nonvolatile storage devices accessible by the processors;
a labor cost estimating tool to estimate service oriented labor costs, the labor cost estimating tool including:

Docket No. AUS920010992US1 Page 4 Atty Ref. No. IBM-1056
Cooney, et. al. - 10/042,489

PATENT

means for receiving a request from a requestor;

means for identifying one or more resources and one or more service levels corresponding to the request;

means for calculating a labor rate by service level corresponding to the identification;

means for generating a response corresponding to the calculation; and

means for sending the response to the requestor.

9. (Original) The information handling system as described in claim 8 wherein the means for calculating further comprises:

means for calculating a utilization index by service level and an overtime index by service level; and

means for computing a labor index by service level corresponding to the utilization index by service level and the overtime index by service level.

10. (Original) The information handling system as described in claim 9 wherein the utilization index by service level is calculated by multiplying a utilization unit factor by the difference between a utilization weight and a utilization improvement by service level.

11. (Original) The information handling system as described in claim 9 wherein the overtime index by service level is calculated by dividing an overtime labor factor by a max rate mix plan.

Docket No. AUS920010992US1 Page 5 Atty Ref. No. IBM-1056
Cooney, et. al. - 10/042,489

PATENT

12. (Original) The information handling system as described in claim 8 further comprising:

means for determining whether the resource is available;

and

means for sending a message to the requestor based on the determination.
13. (Original) The information handling system as described in claim 8 further comprising:

means for retrieving a standard labor rate;

means for comparing the standard labor rate with the labor rate by service level;

means for determining a labor rate based on the comparison; and

wherein the response includes the labor rate.
14. (Original) A computer program product stored in a computer operable media for estimating service oriented labor costs, said computer program product comprising:

means for identifying one or more resources and one or more service levels corresponding to the request;

means for calculating a labor rate by service level corresponding to the identification;

means for generating a response corresponding to the calculation; and

means for sending the response to the requestor.

PATENT

15. (Original) The method as described in claim 14 wherein the means for calculating further comprises:
means for calculating a utilization index by service level and an overtime index by service level; and
means for computing a labor index by service level corresponding to the utilization index by service level and the overtime index by service level.
16. (Original) The method as described in claim 15 wherein the utilization index by service level is calculated by multiplying a utilization unit factor by the difference between a utilization weight and a utilization improvement by service level.
17. (Original) The method as described in claim 15 wherein the overtime index by service level is calculated by dividing an overtime labor factor by a max rate mix plan.
18. (Original) The method as described in claim 14 further comprising:
means for determining whether the resource is available;
and
means for sending a message to the requestor based on the determination.
19. (Original) The method as described in claim 14 further comprising:
means for retrieving a standard labor rate;

PATENT

means for comparing the standard labor rate with the labor rate by service level;

means for determining a labor rate based on the comparison; and

wherein the response includes the labor rate.

20. (Original) The method as described in claim 14 wherein the message corresponds to one or more platforms.